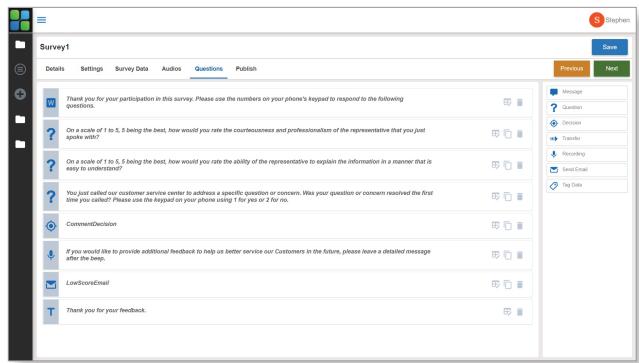


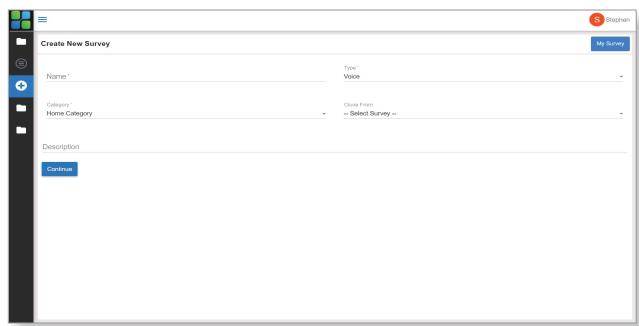
# Pointel Survey360

Improve CX using closed loop customer feedback solution

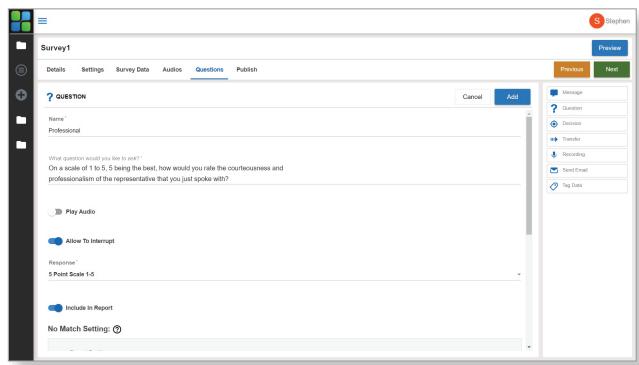




MY SURVEY



CREATE SURVEY



ADD CALL FLOW QUESTION

## Collect and Analyze Your Customer Feedback

### Know what's working, what's not.

Attracting new customers while strengthening the loyalty of existing customers is a real challenge in today's competitive global business environment. Pointel Survey360 makes it all much easier. With Survey360, you can create and conduct surveys to obtain customer feedback and capture customer experience data. The result is truthful, in-depth information on customer expectations and contact center operations that you can analyze quickly and leverage to gain and retain your most valuable customers.

## Take Control of Your Engagement Center

### An application built for contact center managers.

Pointel Survey360 is a browser-based application specifically designed for business users. Your contact center personnel can offer surveys seamlessly right after call, email, chat or other interactions. In every instance, you obtain direct feedback from callers about your products and services. The Survey360 app works with inbound, outbound, call back, web and other customer touchpoints.

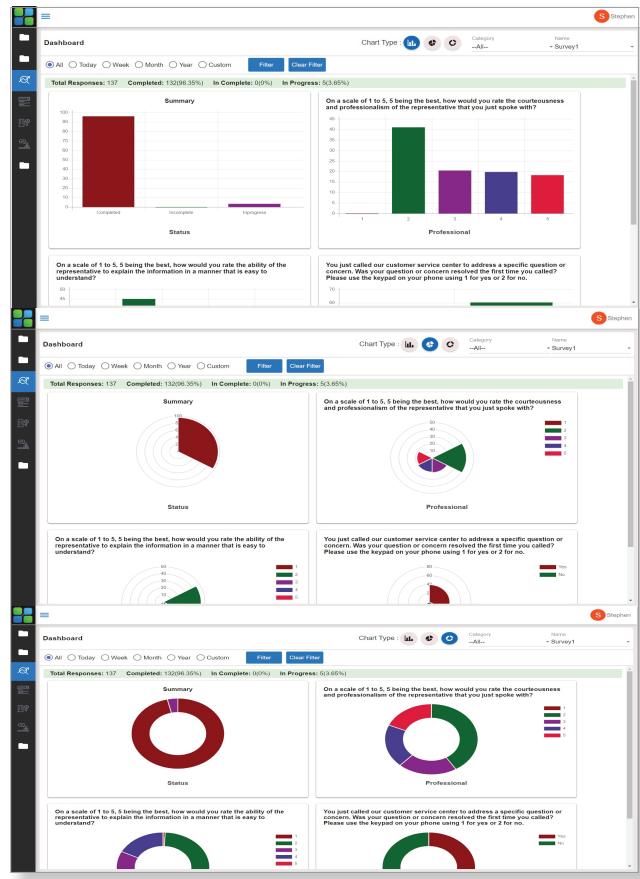
With Survey360, you can design, test, modify and publish your surveys through a simple point-and-click web interface. Clone existing surveys or create new ones from a prebuilt survey template. Modify surveys quickly to meet changing business needs. Easily configure surveys to do even more than gauge customer satisfaction levels—use them to capture valuable data on customer experience and your contact center to pinpoint issues with people, processes and technology before significant problems arise.

## THE POINTEL SURVEY360 ADVANTAGE

- Get Survey up and running quickly—in 1-2 weeks
- Local presence gives you rapid, low cost maintenance, support and product enhancements
- Faster ROI
- The app is tested and proven to run well, run smart—lower risk than custom code
- Architected for optimal performance in large and small contact centers
- Easy to use, no special training needed for contact center personnel

## KEY FEATURES AT A GLANCE

- Creates, collects, analyses, and publishes customer experience data instantly.
- Is easy to design, test, and modify through a simple point and click browser interface.
- Uses pre-built templates for quick customization and implementation or even by cloning existing surveys.
- Captures valuable customer data along with feedback. It captures customer responses via speech or DTMF and passes data to Salesforce, ServiceNow, Oracle Service Cloud, MS Dynamics, or in-house CRM/data warehouse solution.
- Provides operational insights, trends, and highlights areas needing improvement.
- Integrates with Salesforce, ServiceNow, and in-house CRM to show customer feedback within the CRM application.
- Includes additional customer data items for enhanced reporting.
- Identifies issues with people, processes, and technology and then helps to take action before significant problems arise.
- Reliably measures the level of your customer satisfaction.



DASHBOARD

Detailed Report						
Category	Survey 1					
Date Range						
Telephone Number	Start Time	End Time	Professional	Informative	FCR	LowScoreC
7046830	10-11-2021 03:59:00 PM	10-11-2021 04:00:07 PM	2	2	No	1
7046830	10-11-2021 03:59:03 PM	10-11-2021 03:59:48 PM	3	3	No	1
7046830	10-11-2021 03:59:01 PM	10-11-2021 03:59:45 PM	5	4	Yes	1
7046830	10-11-2021 03:58:50 PM	10-11-2021 04:00:01 PM	4	2	Yes	1
7046830	10-11-2021 03:58:50 PM	10-11-2021 03:59:57 PM	2	3	No	1
7046830	10-11-2021 03:58:54 PM	10-11-2021 03:59:58 PM	2	2	No	1
7046830	10-11-2021 03:58:51 PM	10-11-2021 03:59:38 PM	3	3	No	1
7046830	10-11-2021 03:58:49 PM	10-11-2021 03:59:34 PM	5	4	Yes	1
7046830	10-11-2021 03:58:47 PM	10-11-2021 03:59:51 PM	4	2	Yes	1
7046830	10-11-2021 03:58:45 PM	10-11-2021 03:59:47 PM	2	3	No	1

REPORTING

## Leverage Your Data and Insights to Maximum Effect

### Robust reports provide actionable intelligence to improve customer experience.

With its combination of customer experience data and the ability to capture and analyze it in real time, Pointel Survey360 provides a competitive edge that can actually improve your organization's efficiency. This is actionable intelligence. In addition to the details in the surveys themselves, you can generate interactive reports on demand—simply, without coding—to interpret customer feedback and translate survey results into improvement recommendations across your enterprise.



# GOLD WINNER

## CERTIFICATE OF ACHIEVEMENT

CONTACT CENTER WORLD AWARDS - 2022 GLOBAL TOP RANKING

17th Annual Best in North and South America

This Certificate is Proudly Presented To

Pointel

For

Best Technology Innovation Award Vendor - Self-service Solution

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President

Raj Wadhwanai



The Global Association For Contact Center & Customer Engagement Best Practices

### About Pointel

Pointel is one of the world's leading Contact Center/CRM solutions providers and systems integrators, specializing in implementation of end-to-end contact center solutions. One of our most critical strengths is the ability to take up challenging projects and deliver solutions on time and on budget.

Pointel's experience is deep, and the solutions we provide are always tailored to meet our customers' business demands and technical requirements. Since 1999, we have deployed over 100 contact center solutions for Fortune 2000 companies, with a track record of 100% success for the award-winning Genesys suite of products. With over 200 employees, and locations throughout the United States and India, Pointel has the unequalled knowledge and experience, proven implementation methodology and service commitment to provide customers with the most efficient, cost-effective solutions available today.

